

## *Information Packet*

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**6 July 2004**

The Army Reserve is continually changing to meet the challenges of the 21<sup>st</sup> Century – ensuring we sustain and strengthen the skills necessary to support the Army and defend the nation's interests. The Army Reserve Strategic Communications Team develops, synchronizes and conveys messages to inform internal and external audiences on significant Army Reserve events and developments that impact the Army Reserve.

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### **The Army Reserve Serving with an Army at War**

#### **Army Reserve Commitment to Soldiers and Families**

This packet contains information regarding the Army Reserve's commitment to provide the highest quality support and service to families while their loved ones serve in support an Army at war.

The documents within this packet are bookmarked and you may access each individually by clicking on the bookmark tab on the left side of your screen. They can be printed individually or as a total packet. They are also posted on Army Knowledge Online (AKO) at Army KCC/Army Communities/Army Reserve/OCAR/AR Strategic Communications.

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***For additional Information, Questions or Comments – Contact COL Greg King,  
Director, Strategic Communications, 703-601-0837***



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
OFFICE OF THE CHIEF, ARMY RESERVE  
2400 ARMY PENTAGON  
WASHINGTON, DC 20310-2400

DAAR-ZA


23 June 2004

MEMORANDUM FOR Army Reserve Leaders—Officers, NCOs, and Civilians

SUBJECT: Family Support Key to Military Success

1. Recently, we sent the attached letter to all Army Reserve Soldiers thanking them for exemplary service in this third year of the Global War on Terrorism. It acknowledges the sacrifice everyone is making, but advises all Soldiers that the anxiety, uncertainty and strain we are experiencing will be with us into the foreseeable future. I promised that as the Chief, Army Reserve, I would ensure Army Reserve leaders and staffs are working to address issues that could adversely affect their service. This promise includes the care of their families while their loved ones support an Army at War. Today, I am writing to ensure you are living up to that statement, your individual oath of service, and leadership obligations.
2. The Army Reserve needs the support of all its members to succeed. Our Soldiers currently serving overseas are being asked to perform extraordinary duty under adverse conditions. The families of these Soldiers harbor anxieties of their own on the homefront.
3. To ensure our Army Reserve Soldiers are able to focus on their mission, Army Reserve leaders and their staffs around the world must also perform extraordinary duty and share the burdens of war. We must focus our efforts to care for Soldiers and families by reducing the distracters that put them at risk. We must deliver on our promises to them that are inherent in our military responsibilities.
4. This is especially clear to me as I meet with the families who face the unthinkable—a loved one who is missing, is injured or has made the ultimate sacrifice for this Nation. Invariably these mothers, fathers, daughters, sons, and spouses speak of the pride they have in the military service performed by their loved ones. They often talk about what can be done to help other families or to relieve the burden on Soldiers. In these dark moments, they choose not to think about their pain and concerns, but to reach out to help others. I expect the same from Army Reserve leaders.

Encl

  
JAMES R. HELMLY  
Lieutenant General, USA  
Chief, Army Reserve



DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY RESERVE COMMAND  
1401 DESHLER STREET SW  
FORT MCPHERSON, GA 30330-2000

REPLY TO  
ATTENTION OF

March 27, 2004

Deputy Chief of Staff, G-1

Dear Army Reserve Soldier:

As the third year in this Global War on Terrorism begins, I want you to know you are doing a magnificent job. These past few months I have visited Soldiers throughout the Army Reserve, to include those stationed in Southwest Asia. I am extremely proud of ALL of you. Your sacrifice, and that of your families, makes a difference to the security of our Nation and its future.

During the mobilizations and deployments to support Operations Iraqi Freedom and Enduring Freedom, many of you and your families have experienced considerable anxiety, uncertainty and strain caused by confusing information and changing rules and expectations. We are aware of the bureaucratic systems and process inconsistencies creating these problems and are working diligently to reduce the stress of future rotations. Let me highlight some of the changes:

**Mobilization:** Many of you have experienced frustration during mobilization, ranging from the receipt of mobilization orders that allowed you less than a week to report for an 18-month overseas deployment to spending months at a stateside mobilization station only to be sent back home, then recalled months later to remobilize. Some of you were involuntarily mobilized and cross-leveled to other units in different regions or across the country. Our outdated, Industrial Age mobilization process is partly to blame for these situations. We are overhauling the mobilization process to meet the demands of this new century so in the future you will experience increased unit cohesion and predictability for you, your families and employers.

**Promotions:** Until recently, Army policy prevented the promotion of mobilized Soldiers. As of November 2003, that policy was changed so that mobilized Soldiers can be promoted, to include Soldiers involuntarily transferred to a unit in a different region of the country. For this reason, I have directed the chain of command from which you were assigned prior to mobilization to remain your promotion authority and coordinate your promotion with your new unit. Some of you believe that Soldiers who have not been mobilized have more opportunities to complete NCO Education System requirements, and as a result, are getting promoted faster. That is no longer the case. All NCOES requirements have been waived for mobilized Soldiers and all Army Reserve Soldiers are equally eligible for promotion.

**Families:** Some families do not understand why you cannot tell them when you will return home or why you are extended in theater at the last minute. Some families may not be

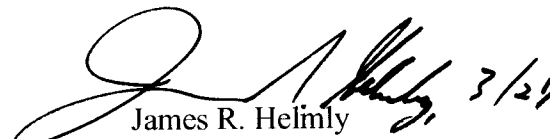
receiving enough timely information about your status, or about services and benefits that are available to them while you are deployed, or about the family readiness groups that can assist them. Some families may not be aware that as of November 2003, Army Reserve Soldiers, their family members with ID cards, and Army Reserve retirees are permitted *unlimited* access to commissary stores. We are working to improve support to our families so in the future every family will feel a part of the Army Reserve team.

*All of us* want to do our part in this war and return home safely to our families. As Soldiers and leaders, we must accomplish the mission despite tough circumstances. Our oath of service demands that of us and allows us no corner of excusal when conditions become tough. Under the best of circumstances we as Soldiers will always be faced with often confusing, conflicting, dangerous, dirty missions. Service and sacrifice are the lot of the Soldier. But we are working hard to reduce the confusion and frustration associated with mobilization. That's our job. It's my job to ensure leaders and staffs are working overtime to address issues that adversely affect your service, to fight for the benefits you deserve, to pursue changes that will improve the Army Reserve, and to challenge a bureaucracy which seems often to be insensitive to Soldiers and their families.

Thank you again for your service. God Bless you, your family, and God Bless America.

Sincerely,

The CSM and I are  
proud to serve with you!  
JRH

  
James R. Helmly  
Lieutenant General, US Army  
Commanding

# Families in Need Rely on the Army Reserve

By Sgt. Tony Lindback

88th RRC Public Affairs Office

Army Reserve Soldiers often refer to their unit and fellow Soldiers as a kind of second ‘family.’ The family of Spc. Keith “Matt” Maupin from Batavia, Ohio, shares this sentiment, as do the extended family of the 88<sup>th</sup> Regional Readiness Command (RRC) and members of Maupin’s hometown. Collectively, all these family members have come together in a show of support since Spc. Maupin was captured in Iraq earlier this year.

The most visible signs of support for Spc. Maupin are yellow ribbons that drape businesses, homes, trees and lapels in his hometown of less than 2,000 residents. Less visible but equally appreciated by the Maupin family are the hopes and prayers offered by friends, neighbors, and fellow Soldiers.

“Our family wants to sincerely express our gratitude and appreciation for all your support through this very challenging time on our spirits,” said Carolyn Maupin, Matt’s mother. “Each day that passes, I believe, draws us closer to resolution as I see yellow ribbons and am reminded of the compassion and humanity of United States citizens.”

In addition to the ribbons, thoughts and prayers of neighbors, the Maupin family can rely on the Army Reserve to care for their needs through a variety of benefits all Army families receive.

Prior to Spc. Maupin’s departure to Iraq, his family was involved in pre-deployment briefings. At those briefings, families receive information about resources provided when a Soldier is mobilized and enters active duty. Army Reserve families are familiar with most of these; medical and dental care, housing allowances, and legal assistance are just a few. They also provide information about services that families prefer not to use, but are available if the “unthinkable happens.”

The 88<sup>th</sup> RRC’s family readiness section, combat operational stress control team, public affairs office,

chaplain’s office and personnel office have fielded questions from Soldiers or their families on a daily basis.



**Spc. Keith “Matt” Maupin**

family that Matt had been captured while serving in Iraq. Immediately after notification, a casualty assistance officer was assigned to help the family access resources they could use to help them face this ordeal as they await Matt’s return. This support from the military has become a cornerstone in the family’s day-to-day life.

Lt. Col. Mary W. Erickson, an 88<sup>th</sup> RRC combat and operational stress control officer, is one of the resources the Maupin family has come to rely upon. She spent time with the family at their home in Batavia, Ohio, and has subsequently provided phone and email support to help them deal with living in the midst of an ongoing crisis. “Maintaining normal daily habits and routines provides a sense of stability for families with a loved one in harm’s way,” said Lt. Col. Erickson.

Another part of the Maupins’ 88<sup>th</sup> RRC family of support is the command’s public affairs team. Not long after the family was notified about Matt, calls from the news media began. The 88<sup>th</sup> RRC Public Affairs Office stepped in to help the Maupins deal with the seemingly endless number of requests for interviews during this time of shock and confusion. For several days, an 88<sup>th</sup> public affairs officer consulted the family as he answered questions posed by reporters. The calls have stopped, but the public affairs office maintains periodic contact with the family and helps prepare statements for the family’s very rare public appearances.

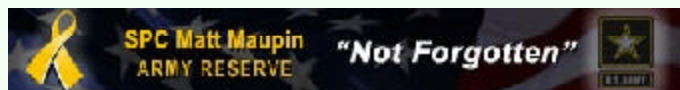
Lt. Gen. James R. Helmly, Chief of the Army Reserve, joined the Maupin family and more than 800 of

The Maupins didn’t want to imagine the “unthinkable,” but when Matt was captured, these services proved invaluable.

That assistance began with a visit from a casualty notification officer to tell the Maupin

their neighbors at one such appearance in Ohio on May 14 to commemorate Armed Forces Day. At the ceremony, he shared his prayers for Matt's safe return.

"I am honored to be able to serve with Soldiers like Spc. Maupin, and privileged to have the opportunity to meet his family—a fine example of the selfless service



"We truly believe that God will watch over all servicemen and servicewomen during this conflict."

### *The Maupin Family*

we aim to instill in all Soldiers," said Lt. Gen. Helmly after his visit with the family. "Army Reserve leaders at every level must never forget the importance of families and the support they give our Soldiers and this organization. We cannot defeat an enemy without them."

The 88<sup>th</sup> RRC has proven it's a team effort to help the families of Soldiers deal with situations that no amount of preparation can make easier. A supportive community that understands the unique needs of a military family is a much-welcomed complement to the 88<sup>th</sup>'s assistance.

At an April 21 ceremony, Spc. Maupin's father, Keith, and his brother, Micah, lit a large electric candle to 'light the way home' for Matt. His father encouraged others in Clermont County and across the nation to place an electric candle in their windows to do the same for all captured U.S. Soldiers. The community and country have responded.

Clermont County sponsors a special website dedicated to its sons and daughters serving in the Global War on Terrorism, [www.clermontyellowribbon.com](http://www.clermontyellowribbon.com). Visitors to the site are encouraged to support these brave Americans. Thousands have visited the site and left their thoughts and prayers for the Maupin family on a special dedication page.

Local businesses have also reached out to the Maupin family with donations of office supplies, furniture, food, beverage and other items essential to help them respond to the flood of well-wishers and mail that have surrounded them.

"Please continue to pray for the welfare and safe return of all soldiers serving away from home," the

Maupin family shares on the website. "We truly believe that God will watch over all servicemen and servicewomen during this conflict. Please continue to display the yellow ribbons and candles for our heroes."

The support bestowed on the Maupins by the 88<sup>th</sup> RRC and their community is but one example of an Army Reserve Soldier's "extended family." In their time of need, the loved ones of Soldiers across this nation are learning that their families includes many friends, neighbors, acquaintances, as well as total strangers. The tie that binds them together is the sacrifice of a Soldier for a nation at war. **A**

## Information and Services for Army Reserve Families

The Army Family Action Plan (AFAP) seeks input from Soldiers, family members, retirees, Department of the Army civilians, volunteers, and others on recommendations for change for all the Army family. Leadership ensures these issues are formally assigned, monitored, and guided as they are worked toward resolution.

AFAP reflects the Army's commitment to improving the well-being of Soldiers and their families, and to maintaining high standards for readiness and retention.

To find out more about AFAP, how you can participate, and how to address issues, contact your AFAP program manager below:

- |                          |                    |
|--------------------------|--------------------|
| • Army Reserve Pgm. Dir. | 404-464-9581       |
| • 9th RRC                | 808-438-1600 x3292 |
| • 63rd RRC               | 562-795-1221       |
| • 65th RRC               | 787-707-2168       |
| • 70th RRC               | 206-301-2219       |
| • 77th RRC               | 718-352-5765       |
| • 81st RRC               | 205-795-1569       |
| • 88th RRC               | 612-713-3955       |
| • 89th RRC               | 316-681-1759 x1326 |
| • 90th RRC               | 501-771-7826       |
| • 94th RRC               | 978-796-2487       |
| • 96th RRC               | 801-656-3398       |
| • 99th RRC               | 412-604-8293       |
| • USACAPOC (A)           | 910-432-7954       |

The Army Reserve website also contains information about resources available to the families of mobilized Soldiers at: [www4.army.mil/USAR/families/resources.php](http://www4.army.mil/USAR/families/resources.php).



## Army Reserve Family Program Update

Welcome to this month's email of *The Connection - Army Reserve Family Program Update*. This month we will cover Readjustment Counseling Services being offered by Vet Centers and information about the new Pentagon channel.

### Readjustment Counseling Available to Veterans and Their Dependents

Readjustment counseling is provided at 206 community-based Vet Centers located in all 50 states, the District of Columbia, Guam, Puerto Rico and the U. S. Virgin Islands, and is designed to help combat veterans in their readjustment to civilian life. Vet Center staff provide group, individual, and family counseling plus a wide range of other services to include medical referral, homeless veteran services, employment services, VA benefit referral, and the brokering of non-VA services.

Eligible veterans include those who served on active duty in a combat theater during World War II, the Korean War, the Vietnam War, the Gulf War, or the campaigns in Lebanon, Grenada, Panama, Somalia, Bosnia, Kosovo, Afghanistan, Iraq and the Global War on Terror. Veterans who served in the active military during the Vietnam Era, but not in the Republic of Vietnam, are also eligible, provided they requested services at a Vet Center before 1 January 2004. Vet Centers also provide bereavement counseling to the families of military personnel killed in action and sexual trauma counseling to veterans who suffered sexual trauma while on active duty.

Readjustment difficulties can include post-traumatic stress disorder (PTSD) or any other problems that affect functioning within the family, work, school or other areas of everyday life. For additional information, contact the nearest Vet Center, listed in the federal government section of telephone directories, or visit the Internet at <http://www.va.gov/rcs>. Click on Vet Center Directory and then click on your location.

For VA benefits eligibility, contact a VA benefits office at 1.800.827.1000 from any location in the United States. Assistance is also available through Telecommunication Device for the Deaf (TDD) at 1.800.829.4833.

This information is found in the Department of Veterans Affairs "Federal Benefits for Veterans and Dependents" (2004 Edition). You can download the 123-page booklet to find out about benefits and programs available to veterans and their dependents by visiting the Internet at <http://www1.va.gov/opa/vadocs/fedben.pdf>. You can also visit the Internet at <http://www.va.gov> for links to sections on compensation and pension benefits, health care benefits, burial and memorial benefits, home loan guarantees, and other information.

## DoD Launches Pentagon Channel

The Department of Defense has established an informational TV channel to all military installations in the United States via domestic satellite, and overseas through the Armed Forces Radio and Television Service. Broadcasting 24 hours a day, 7 days a week, the Pentagon Channel provides news and information programming from the Pentagon, the Military Services, and operational areas worldwide. More information is available at <http://pentagonchannel.mil> or by calling (703) 428-1200.

TV coverage may be available in your community. You need to contact your local cable and satellite providers. It is free to cable and satellite providers. To find out your provider, log onto <http://pentagonchannel.mil>, enter your zip code and the telephone number of your cable or Direct TV company will be provided. You may need to supply your provider with the coordinates and frequency information listed in the Cable and Satellite Providers section on the website.

You can access **Army One Source** 24 hours a day, 7 days a week, 365 days a year. It's a resource for Soldiers and families for information and referral.

Online at [www.armyonesource.com](http://www.armyonesource.com) (user id: army; password: onesource)

or by telephone at:

United States toll-free: 800-464-8107

International toll-free: 800-464-81077 / International collect: 484-530-5884

(Use appropriate access codes when placing international calls dialing all digits)

TTY/TDD: 800-346-9188

In Spanish: 800-375-5971



United States Army Reserve Command, Deputy, Chief of Staff, G-1, ATTN: AFRC-PRF, 1401 Deshler Street, SW, Fort McPherson, GA 30330, 800.226.4219, extension 253, E-mail: [Sharon.Adams@usarc-emh2.army.mil](mailto:Sharon.Adams@usarc-emh2.army.mil). Articles are for information only and do not reflect endorsement of referenced sites, products, or services contained therein.



**Instructions on Accessing Documents in the OCAR Strategic Communications  
AKO Knowledge Collaboration Center**

1. Location:

[https://www.us.army.mil/portal/jhtml/dc/index.jhtml?\\_DARGS=/portal/jhtml/customization/kcc.jhtml.1\\_A&\\_DAV=-1](https://www.us.army.mil/portal/jhtml/dc/index.jhtml?_DARGS=/portal/jhtml/customization/kcc.jhtml.1_A&_DAV=-1)

or Army Knowledge Collaboration Center (KCC) Army Communities/Army Reserve/OCAR/AR Strategic Communications

2. Instructions:

a. **Subscribing to the AR Strategic Communications Knowledge Center**

- Once logged into AKO, click on KCC button in the navigation bar at the top of any AKO page

b. **Two options to locate the knowledge center:**

- Use "Search for an Army Community" and type in "AR Strategic Communications"

OR

- Click on "Army Communities" in the Menu Tree to the left side of the screen
- Using the Menu Tree – Click "Army Reserve" then "OCAR"
- "AR Strategic Communications" will appear in the list to the right under "Unsubscribed Army Communities and Knowledge Centers"

c. **To subscribe:**

- Click in the box next to "AR Strategic Communications." The subscribe button will "light up" in the KCC toolbar just below the main navigation
- Click Subscribe
- Click Finish. "AR Strategic Communications" will appear in the menu Tree at the left under Army Reserve and OCAR

*For additional Information, Questions or Comments –  
Contact COL Greg King, Director, Strategic Communications, 703-601-0837*